

## Attachment 2. 2019 ETSB Customer Satisfaction Survey

Form Approved  
OMB No. 0920-1050  
Expiration Date: 05/31/2022

### Education and Training Services Branch (ETSB) Customer Satisfaction Survey

Welcome! Thank you for participating in our Customer Satisfaction Survey! Your feedback will help us improve our services for the design, accreditation, and delivery of public health training products.

This survey will take approximately **5 minutes** to complete. All responses will be 100% anonymous. Please use the navigation buttons within the survey. If you click the back arrow in your browser, you will be kicked out of the survey and your information will be lost. Your responses will be saved when you click **Done** on the very last page.

OK

The public reporting burden of this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to - CDC/ATSDR Reports Clearance Officer; 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333 ATTN: PRA (0920-1050)

OK

NEXT

## Education and Training Services Branch (ETSB) Customer Satisfaction Survey

1. What type of customer are you?

- First time customer
- Repeat customer

2. How did you hear about this service? (1st time customer only) Please be specific.

3. What type of service did you receive? (Select one).

*Note: If you are unsure which service you received, please refer to the email that sent you to this survey.*

- CDC fellowship program educational support
- CDC Learning Connection promotion
- CDC TRAIN course or Learning Group management
- Educational activity accreditation
- Instructional design consultation

4. How satisfied were you with the following?

	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied
<b>Responsiveness of staff</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Courteousness of staff</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Staff expertise</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Timeliness of delivery of service</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Clarity of process</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Ease of obtaining service</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Overall customer service experience</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*The educational accreditation service you received is comprised of two phases. In the first phase, you worked with a continuing education consultant (CEC) to develop your training into a package for accreditation. In the second phase, you worked with a Training and Continuing Education Online (TCEO) course manager to upload and manage your training via the TCEO system. Please tell us about your experience with both parts of the educational activity accreditation process.*

OK

5. Please reflect upon your experience with the CEC. How satisfied were you the following?

	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied
<b>Responsiveness of CEC</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Courteousness of CEC</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>CEC expertise</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Timeliness of delivery of service</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Clarity of process</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Ease of obtaining service</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Overall customer service experience</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Now reflect upon your experience with the TCEO course manager. How satisfied were you with the following?

	Very dissatisfied	Somewhat dissatisfied	Somewhat dissatisfied	Very satisfied
<b>Responsiveness of course manager</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Courteousness of course manager</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Course manager expertise</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Timeliness of delivery of service</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Clarity of process</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Ease of obtaining service</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Overall customer service experience</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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7. The results from the service I received met my expectations.

- Disagree**
- Somewhat disagree**
- Somewhat agree**
- Agree**

8. What about this service was most beneficial to you?

9. How could our team improve this service for you next time?

10. How likely are you to recommend this service to someone else?

- Unlikely
- Somewhat unlikely
- Somewhat likely
- Likely

**Thank you for completing our survey!**

We strive to provide optimal service. Please email us at [DSEPDeval@cdc.gov](mailto:DSEPDeval@cdc.gov) if you would like to provide additional anonymous details about the service you received. Please use "ETSB customer feedback" in the subject line of your email. Please do not use this email address for service requests or inquiries that require an immediate response.

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OK